

Bill To:  
State of Idaho  
\*\*\*\*

Send invoices to the address listed  
below or as indicated in the  
comments or instructions field  
Boise, ID 83720-0075



Statewide Blanket Purchase Order  
Contract Renewal

State  
of  
Idaho

THIS NUMBER MUST APPEAR  
ON ALL DOCUMENTS

Statewide Blanket Purchase Order  
SBPO1201 - 04

<b>DELIVER TO:</b> State of Idaho Various Agencies Various State Agencies located throughout Idaho **** Various, ID 83701	<b>Date:</b> Tue Aug 05 2008  <b>F.O.B:</b> Destination <b>Terms:</b>
<b>VENDOR:</b> Enterprise Rent A Car Attn: Robert Lerch 1119 SW 7th Street Renton, WA 98055 Attn: Washington Corporate Acct Mgr Vendor Nbr: P00000058490 Emailed To: lerch@erac.com Phone: 800 738-2227 Fax: 425 430-2477 Account Number: P00000058490	<b>Start of Service Date</b> Fri Aug 01, 2008 <b>End of Service Date:</b> Sat Jul 31, 2010  <b>RFQ#:</b> RFQ04319 <b>DOC#:</b> PREQ8660

File Attached:  
☐ SBPO1201\_03ERAC.doc  
☐ 05104c\_Master\_Washington\_State\_Contract.doc

Buyer: [ANTHONY OPALKA](#) 208-332-1603

Item No	Description	Quantity UOM	Unit Price	EXTENSION
000	BLANKET PURCHASE AGREEMENT ( line item particulars follow )	1 lot		250000.00
	Total:			250000.00

Blanket Comments:	CONTRACT FOR AUTOMOBILE RENTAL-SHORT TERM CONTRACT SBPO1201-03 EXTENSION
	This contract extension and the provisions hereof are hereby made part of that certain State of Idaho contract number SBPO1201 for AUTOMOBILE RENTAL-SHORT TERM for VARIOUS STATE OF IDAHO AGENCIES, INSTITUTIONS, AND DEPARTMENTS dated DECEMBER 21, 2005 between ENTERPRISE RENT A CAR as "Contractor" and the State of Idaho as "State." Contractor and State hereby agree as follows:
	All of the terms and conditions contained in the Contract shall remain in full force and effect, except as expressly modified herein. The effective date of this extension is AUGUST 1, 2008.
	This Contract is extended for Twenty Four (24) Months commencing August 1, 2008 and expiring July 31, 2010. The revised terms, conditions and prices are hereby incorporated and attached for this contract extension period.
	Please note: There is a 5.5% price increase see the attached State of Washington Contract information.

Item No	Description	Quantity UOM	Unit Price	EXTENSION
1	AUTOMOBILE RENTAL - SHORT TERM for State of Idaho Agencies ( 975-14-40-000 ) ( nt )	1 LT	250000.00	250000.00
	Instr: The dollar amount is an estimate of usage only - the State of Idaho does not guarantee this amount.			

General Comments:	.....NOTICE OF STATEWIDE CONTRACT (SBPO) AWARD
	Contract for Automobile Rentals – Short Term for various state of Idaho agencies, institutions, and departments. The requisitioning agency will issue individual releases (delivery or purchase orders) against this Master Contract on an as needed basis.  Contract Title:.....Automobile Rentals – Short Term

Delivery Zone/Area:.....Statewide  
Contract Usage Type:.....Mandatory  
Public Agency Clause: .....Yes  
Contract Administration:....Anthony Opalka, Division of Purchasing  
---Phone Number:.....208-332-1603  
---E-Mail:..... Anthony.opalka@adm.idaho.gov

**Contractor's Primary Idaho Contact**

---Attn:.....Jess Warren – Corporate Sales Manager  
---Address:.....9213 West Fairview Avenue  
---City, State, Zip:.....Boise, ID 83704  
Phone Number:.....208-658-0868 X204  
E-Mail:.....jess.p.warren@erac.com

**Order Placement Procedure:.. Reservations required 24 hours in advance**

---Company Name:.....Enterprise Rent A Car  
---Address:.....Any Enterprise rental location nationwide  
---Account Number .....Each agency will have a unique Enterprise provided Account Number (ID47xxx)  
---Phone: .....1-800 RENT A CAR (1-800-736-8222)  
---Internet: .....Book On-Line at www.enterprise.com

**Payment Address:**

---Company Name:.....Enterprise Rent A Car  
---Address:.....As detailed on each invoice

**Payment and Billing Methods:**

---Individual State of Idaho Purchasing Card (MasterCard)  
---Ghost Account (Agency maintained Purchasing Card)  
--- Direct Billing by Enterprise (Contact Enterprise to establish account)  
---Individual Personal Charge Card or Cash

**CONTRACTOR: Ship to the FOB DESTINATION point and BILL DIRECTLY to the ORDERING AGENCY. DO NOT MAIL INVOICES TO THE DIVISION OF PURCHASING. Notating the Contract Award Number on any invoices/statement will facilitate the efficient processing of payment.**

Minimum Order Quantity:....None

Minimum Dollar Amount:....None

**THIS CONTRACT, (including any files attached), CONSTITUTES THE STATE OF IDAHO'S ACCEPTANCE OF YOUR SIGNED BID, QUOTATION, OR OFFER (including any electronic bid submission), WHICH SUBMISSION IS INCORPORATED HEREIN BY REFERENCE AS THOUGH SET FORTH IN FULL. In the event of any inconsistency, unless otherwise provided herein, such inconsistency shall be resolved by giving precedence in the following order:**

1. This Statewide Blanket Purchase Order document.
2. The state of Washington's original solicitation and award document, including all modifications and Current Contract Information (Contract 05104).
3. The Contractor's signed bid, quotation, or offer.

Contract Items:.....Short Term (30 days or less) Automobile Rentals

Contract Pricing:.....See attached state of Washington Contract 05104

**INVOICES MUST BE SENT TO THE IDAHO ORDERING AGENCY.**


**Instructions:**

**Freight / Handling Included in Price**

By: ANTHONY T. OPALKA

## State of Washington Current Contract Information

Revision Date: May 14, 2008

<b>Contract number:</b>	<b>05104</b> (replaces 04498)	<b>Commodity code:</b>	9706
<b>Contract title:</b>	Short Term Car Rental		
<b>Purpose:</b>	<ul style="list-style-type: none"> <li>Per Vendor request to grant Enterprise 5.5% price increase effective 06/23/2008.</li> <li>Update Office of State Procurements contact information.</li> </ul>		
<b>Original award date:</b>	08/01/04		
<b>Current extension period:</b>	<b>10/1/06</b>	<b>through:</b>	<b>07/31/08</b>
<b>Be advised:</b>	<i>*Please note that this Current Contract Information document is not a legal contract, it is a summary of the contract terms and conditions. The Current Contract Information you are reviewing is evolving document. Revisions are frequent.</i>		
<b>Contract term:</b>	<b>Not to exceed 6 years or 07/31/10</b>		
<b>Contract type:</b>	<b>This contract is designated as mandatory use.</b>		
<b>Scope of contract</b>	<b>This contract is awarded to one contractor.</b>		
<b>For use by:</b>	<b>General use:</b> All State Agencies, Political Subdivisions of Washington, Idaho and Oregon State, Qualified Non-profit Corporations, Materials Management Center, Participating Institutions of Higher Education (College and Universities, Community and Technical Colleges).		
	<b>First time contract users*:</b> <b>You will need your account number before renting for the first time.</b> <b>For your Account Number contact Enterprise at 425-917-7559</b> <b>*Contact your travel coordinator for information on agency specific travel policies.</b>		
<b>Contractor:</b>	Enterprise Car Rental	<b>Contact:</b>	Robert Lerch
<b>Address:</b>	1119 SW 7th Street, Renton, WA 9805	<b>Phone:</b>	(425) 917-7532
<b>Phone:</b>	(800) 847-3722	<b>Supplier No.:</b>	W2284
<b>FAX:</b>	(425) 430-2477	<b>Fed. I.D. No.:</b>	36-3631667
<b>Email:</b>	<a href="mailto:robert.lerch@erac.com">robert.lerch@erac.com</a>		
<b>Website address:</b>			Go to <a href="http://www.enterprise.com">www.enterprise.com</a> to see Rental Locations. This Contract Pricing applies to all U.S. Locations

This page contains key contract features. Find detailed information on succeeding pages. For more information on this contract, or if you have any questions, please contact your local agency Purchasing Office, or you may contact our office at the numbers listed below.

Primary Contact:	Sarah Simpson	Alternate Contact:	Customer Service
Phone Number:	(360) 902-7447	Phone Number:	(360) 902-7400
Fax Number:	(360) 586-2426	Fax Number:	(360) 586-2426
Email:	<a href="mailto:sasimps@ga.wa.gov">sasimps@ga.wa.gov</a>		

**General Administration Internet Links:**

<b>State Procurement site:</b>	<a href="http://www.ga.wa.gov/purchase/">http://www.ga.wa.gov/purchase/</a>
<b>Vehicle Rental site:</b>	<a href="http://www.ga.wa.gov/pca/Travel/Vehicle_Rental.htm">http://www.ga.wa.gov/pca/Travel/Vehicle_Rental.htm</a>
<b>General Travel site:</b>	<a href="http://www.ga.wa.gov/pca/Travel/Index.htm">http://www.ga.wa.gov/pca/Travel/Index.htm</a>

**Pricing**

<b>Pricing</b>			
<b>VEHICLE CLASS</b>	<b>Daily</b>	<b>Weekly</b>	<b>Hourly</b>
<b>Compact including Hybrid (When and Where Available)</b>	\$31.00	\$181.00	\$8.00
<b>Standard including Hybrid (When and Where Available)</b>	\$32.00	\$187.00	\$8.00
<b>Full Size</b>	\$34.00	\$204.00	\$8.00
<b>Minivan</b>	\$59.00	\$345.00	\$15.00
<b>12 Passenger Van</b>	\$74.00	\$436.00	\$18.00
<b>SMALL SUV'S- 5 passenger(Model examples only: Chevy Trail Blazer, Jeep Liberty and Ford Explorer) All 4x4's</b>	\$59.00	\$345.00	\$15.00
<b>LARGE SUV's- 7-8 passenger(Model examples only: Dodge Durango, Ford Expedition and Chevy Tahoe) All 4x4's</b> <b>Note: Outside of Washington State not every office will have this SUV as part of their inventory fleet</b>	\$112.00	\$663.00	\$22.00
<b>Cargo Vans</b>	\$45.00	\$266.00	\$12.00
<b>Pick up Trucks</b>	\$59.00	\$345.00	\$15.00

***One-Way Drop Fees are calculated in the following manner:***

The drop charge is calculated from site to site not on total miles and also it is on a sliding scale. For example:  
The total miles between sites is 1400. Since the first 100 miles are free the drop charge is based off of 1300 miles.

500 miles at 50 cents for \$250

The next 500 miles at 25 cents for \$125

The next 300 miles at 15 cents for \$45

Total drop charge would be \$420

<b>One-way drop fee</b>	
Miles	Price per mile
1-25	\$ 0.00
26-50	\$ 0.00
51-100	\$ 0.00
101-250	\$ 0.50
251-500	\$ 0.50
501-1000	\$ 0.25
1001-2000	\$ 0.15

<b>Add the following daily surcharge by location</b>	
NY	\$18
AK	\$18

<b>No one-way drop fees:</b>	
Seattle	Olympia
Spokane	Pullman
Portland	Eugene
Port Angeles	Seattle

<b>Products/Services available:</b>	Short Term Car-Van Rental			
<b>Ordering information:</b>	See page 2 Note III			
<b>Ordering procedures:</b>	See page 2 Note II			
<b>Contract exclusions:</b>	Not for large trucks or moving vans.			
<b>Special notes:</b>	Pricing does not include taxes or fees allowable by law			
<b>Related product contracts:</b>	04298 J.P. Morgan Chase VISA Card			
<b>Payment address:</b>	Enterprise Rent A Car, a Washington Corp. 1119 SW 7 <sup>th</sup> Street, Renton, WA 98055			
<b>Delivery time:</b>	24-hour reservation notice required, longer period required for certain one-way			
<b>Payment terms:</b>	Net 30 Days			
<b>Contract pricing:</b>	See page: 6			
<b>Term worth:</b>	<b>\$2,448,014.60</b>			
<b>Current participation:</b>	<b>\$0.00 MBE</b> MBE 0%	<b>\$0.00 WBE</b> WBE 0%	<b>\$2,448,014.60 OTHER</b> OTHER 100%	<b>\$0.00 EXEMPT</b> EXEMPT 0%

#### NOTES:

- I. Only authorized purchasers included in the State of Washington Purchasing Cooperative (WSPC) State of Oregon Cooperative Purchasing Program (DASCPP/ORCPP), and State of Idaho's authorized users. A list of Washington members is available on the Internet <http://www.ga.wa.gov/PCA/SPC.htm>,
  - II. A list of the Oregon members is available at <http://tpps.das.state.or.us/purchasing/cooperative/coop-menu.html>, Contact State of Idaho's Mr. Anthony Opalka at [anthony.opalka@adm.idaho.gov](mailto:anthony.opalka@adm.idaho.gov). Contractors shall not process state contract orders from unauthorized users.
  - III. Contract Terms: This Document includes by reference all terms and conditions published in the original **RFP**, including Standard Terms and Conditions, and Definitions, included in the Competitive Procurement Standards published by OSP (as Amended), including the Standard Terms and Conditions of Idaho and Oregon.
- **SPECIAL NOTES:**
  - Per Vendor request to grant Enterprise 5.5% price increase effective 06/23/2008.
  - Update both primary and alternate contact information.

#### SPECIAL CONDITIONS:

- Contract available for travel in the continental United States including Alaska and Hawaii, Traveling to Canada is OK, though there are restrictions on the insurance coverage.
- This contract is a joint venture with the states of Oregon and Idaho.
- It is recommended that J.P. Morgan VISA card or ghost account (CTA) be used for bookings (please be advised that Washington is currently in a transition period over to US Bank). Direct billing is available and personal cards can be used. If the traveler is booking air, hotel, and car, it is recommended that it is book through [www.azumanotravel.com](http://www.azumanotravel.com).
- **Effective immediately, if they will be the sole vehicle occupant, state employees must request and use a fuel efficient/low emission vehicle, if available.**

- **The contractor shall offer state employees a fuel efficient/low emission vehicle first, if available.**

**EXCEPTION TO CONTRACT: In the following airports, a traveler may choose an alternate vendor due to Enterprise non-presence:**

- Port Angeles
- Renton Highlands
- Lewiston
- Coeur D’Alene
- Sandpoint
- Wenatchee
- Walla Walla
- Yakima

**SPECIAL TERMS AND CONDITIONS:**

1. Ability to pay with VISA Card (WA and OR) and Master Card (ID) Acceptance.
2. Ability to pay with ghost card accounts.
3. Ability to pay with personal/individual charge card, including cash.
4. Contract user employer discretion is permitted for when and which of the theses forms of payment that it wishes to use.
5. 100% Franchise contact adherence.
6. Book as follows: Book online at <a href="http://www.enterprise.com">www.enterprise.com</a> . Call our 24/7 Reservation line at 800 847-3722. Call the local Enterprise office directly. Go through WA, OR, or ID respective state approved travel agent. Authorized Washington State Contract Users may book at <a href="http://www.azumanotravel.com">www.azumanotravel.com</a> .
7. Unlimited miles in most situations.
8. Full Collision, Comprehensive, and Liability coverage for rental vehicles. The Loss Damage Waiver (LDW) shall protect the renter from financial responsibility for damages to the vehicle up to the full value of the vehicle; which includes damages while the vehicle is parked, vandalism, and theft, without a deductible. The Supplemental Liability Protection (SLP) will provide liability coverage in the combined limit amounts of \$500,000.
9. No loss of use charges.
10. Drivers 18-years old and older without surcharge.

**Implementation Plan:**

- Participate by contacting:  
Tim Hay-Oregon [Tim.Hay@state.or.us](mailto:Tim.Hay@state.or.us)  
Anthony Opalka-Idaho [anthony.opalka@adm.idaho.gov](mailto:anthony.opalka@adm.idaho.gov)  
Neva Peckham-Washington [npeckha@ga.wa.gov](mailto:npeckha@ga.wa.gov)

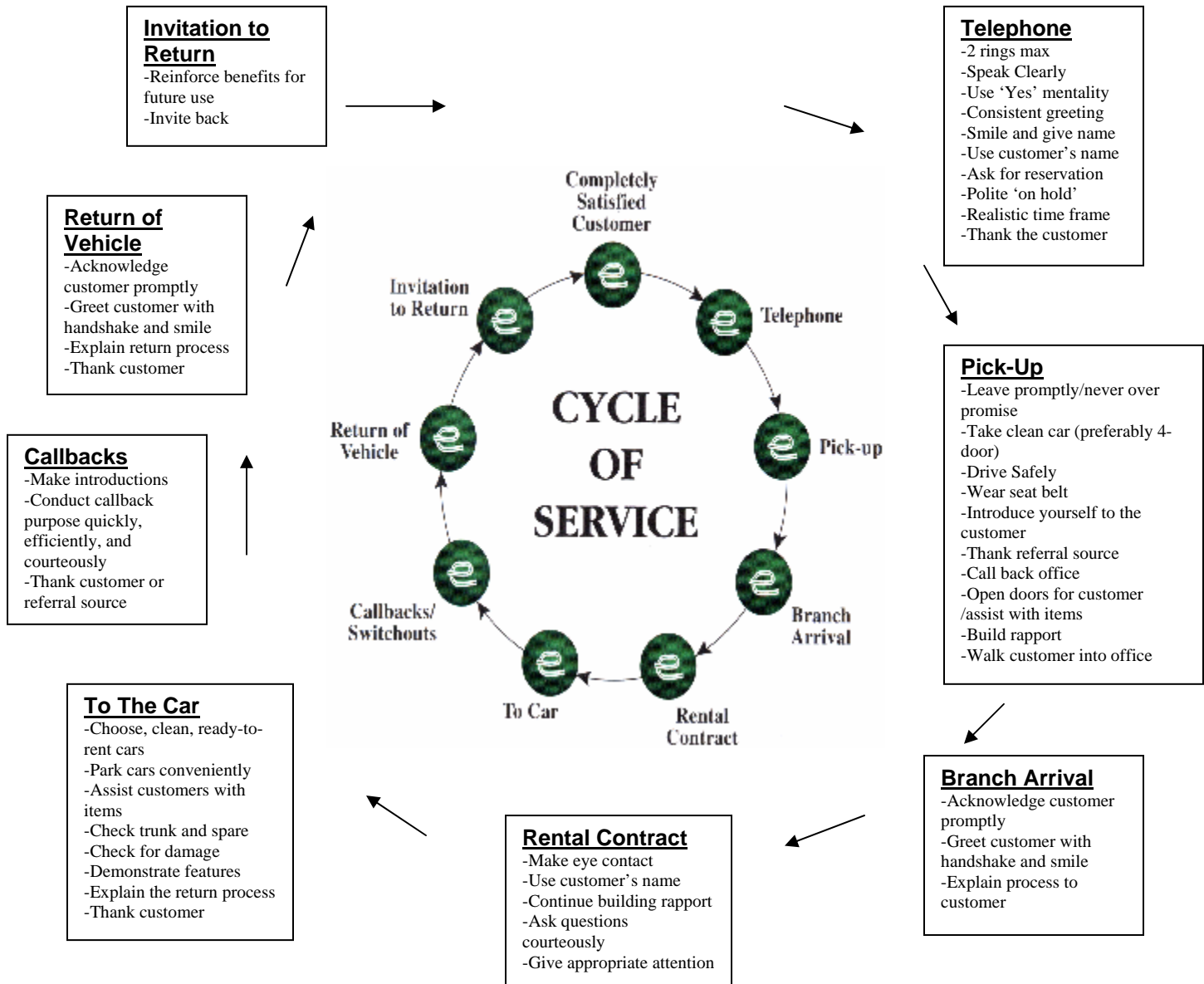
- Upon award of Contract, Enterprise Rent-A-Car will begin assigning and distributing individual Corporate Class Numbers to specified State entities and departments.
- The 11 Local Enterprise Corporate Account Managers in WA, OR, and ID, will initiate and oversee a comprehensive “Marketing Blitz” of the States Agencies, Institutions of Higher Education, Political Subdivisions.
- Over 150 of Enterprise’s Branch Managers in WA, OR, and ID will be mobilized to conduct a “Marketing Blitz” of the States’ offices and its end users.
- The “Marketing Blitz” will be comprised of the following:
  - Direct and personal marketing calls to Agency, Division, and/or Department heads.
  - Series of “learning” sessions will be conducted for large users of Contract and groups of smaller users.
  - Email notification of the Rates and Rules under the Contract to referral sources and end users.
  - The distribution of Contract specific information and account numbers to referral sources and end users.
- Upon award of Contract, Enterprise Rent-A-Car will initiate the “States Contract” training module for Area and Branch Managers and Airport locations.
- Upon award, the States’ Corporate Class Numbers will be entered into the Enterprise Rent-A-Car computer system which will allow for immediate access for all 5,400 offices in North America. These offices will be able to view the Contract’s Rate and Rules and will participate in servicing the States’ end users.
- Comprehensive marketing schedule of States’ offices will be distributed to Enterprise offices throughout WA, OR, and ID, beginning in August 1, 2004.
- The GDS (Global Display Solutions) programs for travel agencies will be activated as the States’ Corporate Class Numbers are assigned.
- A “Hot Link” from the States’ web page to the Enterprise Rent-A-Car web page will be established to facilitate reservation process.
- A Local Account Manager will be assigned exclusively to monitor and facilitate the States’ rental needs and provide guidance and assistance as necessary.
- Branch locations in Ellensburg WA and Pullman WA will be opened to accommodate the contract user’s needs.
- Enterprise Rent-A-Car maintains an industry leading Data Warehouse that allows for unprecedented reporting.



- Reporting will be segmented into either Aggregate Usage Information or Rental Specific Information. Contact Enterprise for more details related to reporting.
- Destination Aggregate Usage Information can include (not limited to) the following on a Monthly, Quarterly, or Annual basis:
  - Total/Average Rental Days
  - Total/Average Time and Mileage Income per Rental
  - Ticket Total
  - Average Number of Days per Rental
  - Average Miles per Rental Day
- Rental Specific Information can include (not limited to) the following:
  - Rental Ticket Number and Rental Branch Location
  - Date and Time of open/closed contract
  - Breakdown of all charges and fees (including Tax)
  - Renters Name, Address, License information
  - Billing instructions and payment information
  - Purchase Order/Reference Number
  - Vehicle Make, Model, Class



## CUSTOMER SERVICE



## **DISPUTE RESOLUTION**

- Enterprise Rent-A-Car empowers its branch employees to immediately address and resolve customer questions or concerns if they should arise. Our customer service and growth philosophy is based on earning customers for life. Simply, we will do whatever it takes to completely satisfy our customers.
- Should a customer be unable to address the concerns at rental branch, Enterprise Rent-A-Car provides for a **“one call”** service.
- **One Call Service**
  - The Contract will have an assigned Account Manager.
  - Account Manager can be reached directly by phone or email, and will personally respond to questions or disputes within 24 hours.
  - Once the issues are identified, the Account Manager will conduct all necessary research and information gathering, and contact Customer within 48 hours to provide resolution.

## **Personalized Services**

- Usage reporting at state, agency, department level
- Repeat renters? Just give Enterprise your phone number, and all your information will be pre-populated into the rental agreement to save you time.
- Book online even faster with Enterprise [Express Lane](#). Just enter your information once, and then you will be on the fast track to making reservations.
- This contract permits the short-term rental of over 50 makes and models of cars, vans, and specialties to guarantee best and widest selection.
- **Level 2 Master Card/Visa Reporting**
  - Name, City & State, Contract Number, Check In/Out dates, and ticket totals, will appear on statement.
  - Purchase Order Number field in development
- **GPS Availability**
  - GPS devices are available at participating offices nationwide.
- **Direct Bill Capability**
  - Enterprise can establish Direct Billing for individual Agencies and Departments as their needs require
- **Number of Airport Locations**
  - Enterprise Rent-A-Car services over 200 airports in the United States
  - On site at over 80 of the top 100 airports
  - Office information is listed on our home page ([www.enterprise.com](http://www.enterprise.com)); just enter the City, State, or Zip Code.

- **Number of Non Airport Location**

- Enterprise Rent-A-Car currently has over 5,000 “home city” offices throughout the United States and Canada.
- Enterprise Rent-A-Car currently operates over 150 branches in Washington, Oregon, and Idaho.
- Office information is listed on [www.enterprise.com](http://www.enterprise.com); just enter the City, State, or Zip Code.

**The States and States Contract User agree the rental vehicle will not be used**

- A. By a driver who is under the influence of alcohol or any prohibited drugs.
- B. For any illegal purpose.
- C. To push or tow another vehicle.
- D. To carry passengers or property for hire.
- E. In test, race or contest.
- F. By an unlicensed driver.
- G. By a person other than an authorized driver.
- H. Outside the continental United States except where such use is specifically authorized by the rental agreement.
- I. Across international boundaries unless specifically authorized at the time of rental.
- J. Off paved, graded, or maintained roads, or driveways, except when a vehicle is identified as being an "off road vehicle". Insurance coverage's required under this Contract shall remain effective when a vehicle is identified as being "off road" and the contract user uses the off road-vehicle off road.
- K. By a driver who allows more passengers to occupy the vehicle than there are seatbelts or who does not require all passengers to comply with applicable seatbelt and child restraint laws.

**RESERVATIONS**

Reservations will be made at least 24 hours in advance on local rentals, seven (7) calendar days in advance on one-way rentals or hybrid (when and where available) rentals. Contract user will be authorized by an employer issued letter of authorization, or valid state identification card or state credit card issued to the contract user by the states. Currently VISA for WA and Or, and Master Card for ID. Reservations shall guarantee vehicle availability including automatic/no-added cost upgrades in those cases permitted by contract. Reserved vehicle will be held for 3 hours after the Contract User's estimated time of arrival prior to release. Whenever possible, the States Contract User and/or reserving travel agency will advise the Contractor of any change of travel plans necessitating rental car cancellation or delayed pickup a minimum of eight (8) hours in advance, however, in no situation shall the States be liable for payment of "no shows".

**Office of State Procurement REPORTS**

**Sales and Subcontractor Report**

A quarterly Sales and Subcontractor Report shall be submitted in the format provided by the Office of State Procurement. You can get the report electronically at <http://www.ga.wa.gov/PCA/forms/usage.doc>. Total purchases for each State Agency, Higher Education, and Political Subdivisions must be shown separately.

Reports should be rounded to nearest dollar. Contractors will be provided with all necessary sample forms, instructions, and lists. Reports are due thirty-days after the end of the calendar quarter, i.e., April 30th, July 31st, October 31st, and January 31st.

**PERFORMANCE REPORT FOR  
PURCHASING & CONTRACT ADMINISTRATION  
(INFORMATION WILL BE FORWARDED TO OR AND ID WHERE APPLICABLE)**

**To OSP Customers:**

Please take a moment to let us know how our services have measured up to your expectations on this contract. Please copy this form locally as needed and forward to the Office of State Procurement Purchasing Manager. For any comments marked unacceptable, please explain in remarks block.

<b>Procurement services provided:</b>	<b>Excellent</b>	<b>Good</b>	<b>Acceptable</b>	<b>Unacceptable</b>
➤ Timeliness of contract actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Professionalism and courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Services provided met customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Knowledge of procurement rules and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Responsiveness/problem resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Timely and effective communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Agency: _____	Prepared by: _____
Contract No.: 05104	Title: _____
Contract Title: Short Term Car Rental for WA, OR, and ID	Date: _____
	Phone: _____

**Send to:**

**SARAH SIMPSON  
CONTRACTS SPECIALIST  
OFFICE OF STATE PROCUREMENT  
PO BOX 41017  
OLYMPIA WA 98504-1017**

**PERFORMANCE REPORT FOR  
CONTRACTOR PRODUCT/SERVICE**

Complete this form to report problems with suppliers or to report unsatisfactory product or services. You are also encouraged to report superior performance. Agency personnel should contact suppliers in an effort to resolve problems themselves prior to completion and submission of this report.

Contract number and title: **05104, Short Term Car Rental for WA, OR, and ID**

Supplier's name: \_\_\_\_\_ Supplier's representative: \_\_\_\_\_

**PRODUCT/SERVICE**

- |   |  |
|---|--|
| <input type="checkbox"/> Contract item quality higher than required<br><input type="checkbox"/> Contract item quality lower than required.<br><input type="checkbox"/> Other: | <input type="checkbox"/> Damaged goods delivered<br><input type="checkbox"/> Item delivered does not meet P.O./contract specifications |
|---|--|

**SUPPLIER/CONTRACTOR PERFORMANCE**

- |  |  |
|--|--|
| <input type="checkbox"/> Late delivery<br><input type="checkbox"/> Incorrect invoice pricing.<br><input type="checkbox"/> Other: | <input type="checkbox"/> Slow response to problems and problem resolution<br><input type="checkbox"/> Superior performance |
|--|--|

**CONTRACT PROVISIONS**

- |   |   |
|---|---|
| <input type="checkbox"/> Terms and conditions inadequate<br><input type="checkbox"/> Specifications need to be revised<br><input type="checkbox"/> Other: | <input type="checkbox"/> Additional items or services are required.<br><input type="checkbox"/> Minimum order too high. |
|---|---|

Briefly describe situation: \_\_\_\_\_

Agency Name:		Delivery Location:	
Prepared By:	Phone Number:	Date:	Supervisor:
Address:	Email:		

Send To:

**SARAH SIMPSON  
CONTRACTS SPECIALIST  
OFFICE OF STATE PROCUREMENT  
PO BOX 41017  
OLYMPIA WA 98504-1017**